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Bib Data Sheet

<b>SERIAL NUMBER</b> 09/977,494	<b>FILING OR 371(c) DATE</b> 10/16/2001 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2157	<b>ATTORNEY DOCKET NO.</b> 1509-222	
<b>APPLICANTS</b> Lawrence Wilcock, Malmesbury, UNITED KINGDOM; Rycharde Jeffery Hawkes, Clifton, UNITED KINGDOM; Colin Andrew Low, Wotton-Under-Edge, UNITED KINGDOM; Johannes Maria Victo Daanen, Redland, UNITED KINGDOM;					
<b>** CONTINUING DATA *****</b>  <b>** FOREIGN APPLICATIONS *****</b> UNITED KINGDOM 0025461.5 10/17/2000					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 11/21/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature _____ Initials _____		<b>STATE OR COUNTRY</b> UNITED KINGDOM	<b>SHEETS DRAWING</b> 21	<b>TOTAL CLAIMS</b> 29	<b>INDEPENDENT CLAIMS</b> 2
<b>ADDRESS</b> 22879					
<b>TITLE</b> CONTACT CENTER SYSTEM AND METHOD FOR SPECIFYING DIFFERENT SERVICE SPECIFIC BEHAVIOURS AND OFFERING RANGE OF CORRESPONDING CUSTOMER SERVICES					
<b>FILING FEE RECEIVED</b> 1332	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT. No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		